



Kingman Area Regional Transit

Curb-to-Curb Route Deviation Service

Kingman Area Regional Transit (KART) provides Curb-to-Curb service for persons who find it difficult to access our fixed route stops. You must register with KART for this service and advance reservations are required. A reservation form is attached and a pre-addressed return envelope is enclosed for your convenience.

This service is provided as a deviation of the fixed route bus, rather than a separate paratransit service such as Dial-a-Ride. The fixed route transit vehicle will deviate off the regular route to pick you up at your location. The transit vehicle then resumes the fixed route until it deviates again to take you to your scheduled drop off location. If your drop off address is not along the same route as your pick up address, your trip may include a transfer from one route bus to another. There will be no additional charge to transfer buses when traveling per your scheduled Curb-to-Curb route deviation.

Curb-to-Curb route deviation is typically provided up to $\frac{3}{4}$ miles of the fixed route. However, because each route has a specific hourly schedule to follow, some locations within $\frac{3}{4}$ miles of the fixed route may still be considered outside the service area. This may be due to limited access or other geographical condition that would require an excessive amount of time for the transit vehicle to deviate from and then return to its fixed route.

It is KART's policy to avoid backing-up the vehicle whenever possible. Therefore, if a requested location does not have adequate space for the vehicle to enter and exit without backing-up, then we will pick-up or drop-off as close as safely possible. In residential areas, your pick-up and drop-off location may be on the opposite side of the street.

Curb-to-Curb route deviation is available during regular service hours on each of KART's four routes. Routes are identified as Red, Blue Green and Yellow. The Red and Blue routes operate Monday through Friday from 6:00 a.m. until 6:00 p.m. The Green and Yellow routes operate Monday through Friday from 6:00 a.m. until 8:00 p.m. All four routes operate Saturday from 9:00 a.m. until 4:00 p.m. There is no service available on Sunday or on City of Kingman observed holidays.

Curb-to-Curb deviations are available on a first come first served basis. The number of deviations that can be scheduled per service hour varies depending on the amount of time each specific deviation requires. Openings tend to fill up quickly and date and/or time requested may not be available. You are encouraged to contact our dispatch office as early as possible, to schedule your trip.

This service is available to the general public at the rate of \$6.00 each way. Seniors age 60 and over and persons with a disability qualify for a reduced rate of \$3.00 each way when the required documentation is provided.

To qualify for a discount based on a disability, be sure to have your health care provider complete the enclosed "Health Care Professional Certification" and include the completed form with your application. If you are age 60 or over, include a photocopy of your driver's license or photo identification card to receive the discounted rate. If you are both age 60 or over and you have a disability, you are only required to provide one document, either the Health Care Professional Certification or photo identification confirming age to qualify for the discounted rate.

To register for Curb-to-Curb route deviation, please complete and return the enclosed registration forms. A pre-addressed envelope is enclosed for your convenience.

After review of the registration forms and required documents, KART will contact you by mail to advise the status of your request. If you need to schedule transportation prior to notification of status, please contact the KART office at (928) 681-7433 or email kart@cityofkingman.gov.

Please thoroughly read the enclosed service policies and guidelines. Additional information is also available at cityofkingman.gov.

We sincerely hope that KART service improves mobility for you in the community. If you have any questions about KART or the Curb-to-Curb route deviation service, feel free to call us at 928-681-7433.

Sincerely,

A handwritten signature in black ink, appearing to read "Sheri Furr", with a stylized, flowing script.

Sheri Furr
Public Transit Superintendent

KART Route Deviation Service Policies & Guidelines

Kingman Area Regional Transit provides Curb-to-Curb service for qualifying individuals typically up to $\frac{3}{4}$ mile of the regular KART bus routes. Some locations, while within $\frac{3}{4}$ miles of the fixed route, may still be considered outside our service area. If your residence or place of pick-up is outside our service area, arrangements may be made to schedule your pick-up at a different location that is within the service area.

Registration forms must be accompanied by a copy of your driver's license or photo ID card or KART Healthcare Professional Certification of Disability Form to receive the reduced rate of \$3.00 each way. Otherwise, the cost applied will be the general public rate of \$6.00 each way. Please also sign and return acknowledgement of the KART Curb-to-Curb route deviation service policies & guidelines.

SCHEDULING

Curb-to-Curb service can be scheduled by calling KART at (928) 681-7433. Call KART no later than 3:00 p.m. the business day before services are needed to arrange transportation. Reservations may be made up to 30 days in advance. Subscription service is also available for those requiring the same trip daily, weekly or monthly. Same day service is not available.

You **MUST** call the KART dispatch office to schedule any Curb-to-Curb route deviation. KART drivers do not schedule any trips. Courtesy stops are **NOT** allowed.

Trips are scheduled by calling 681-RIDE (681-7433) Monday through Friday between 9:00am and 3:00pm. Leaving a voicemail before or after business hours does **NOT** ensure your reservation is scheduled.

PICK UP AND DROP OFF

The KART bus will stop as close to the main entrance as is safe and reasonable. In residential areas, it may be necessary for passengers to cross the street to board the bus. At businesses, the bus may not be able to stop at the front door due to fire lanes, lack of through access or other safety issues or restrictions.

You must be outside waiting when the bus arrives. Drivers cannot leave the bus to knock on your door or enter buildings (doctor office, grocery store, etc.) to pick you up or drop you off.

SUBSCRIPTION SERVICE

Passengers who use Curb-to-Curb service to make a regular trip (daily, weekly, or monthly) can sign up for KART's subscription service. Passengers may call KART at (928) 681-7433 to register. Once registration is complete, passengers do not need to call to schedule each trip. It will be necessary to call if a trip needs to be cancelled. Late cancellations may be subject to a fee (Refer to Suspension Policy).

PERSONAL CARE ASSISTANCE & CAREGIVERS

KART passengers needing extra assistance are encouraged to bring a personal care attendant or caregiver along on the trip. There will not be a charge for the personal care attendant or caregiver when you show the driver your PCA card (issued by KART if applicable) when boarding the bus. The personal care attendant or caregiver must accompany the passenger for the entire trip. Pick-up and drop-off locations must be the same.

KART drivers can provide a limited amount of assistance to Curb-to-Curb service passengers. Any passenger who has trouble going up or down the bus steps or ramp may ask the driver for help or may request the ramp or wheelchair lift be deployed.

KART drivers may assist Curb-to-Curb service passengers in loading and unloading packages and grocery bags. However, KART drivers cannot help passengers carry those bags to the house or other destination.

KART drivers can help passengers in identifying bus stops and will be happy to remind passengers when they have arrived at their stop.

If you are having a surgical procedure or dialysis, KART strongly recommends you have a personal care attendant or caregiver accompany you.

GENERAL GUIDELINES

- Make sure your house number is clearly visible.
- Be outside ready to board when the bus arrives and have your fare ready.
- Seatbelts must be buckled and used while on the bus.
- No eating, smoking, or weapons are permitted on the bus.
- Water is allowed, but must have a tight lid. No soda cans or alcoholic beverages.
- For your safety, do not engage the driver in conversation while the bus is in motion.
- All carry-on items must be kept in your control and out of the aisles. Shopping bags must be tied shut.
- Passengers are limited to the number of items that can be carried on board in a single trip.
- Carts are allowed, but must be foldable. Depending on available space, you may be required to place items in your lap and fold your cart.

KART Curb to Curb Service Suspension Policy

KART is a shared service used by many people. The safety, comfort and convenience of all passengers must be taken into consideration. Therefore, it may be necessary to suspend service to passengers who are disruptive to the service or are continual “no-shows”.

Suspension of service may occur in the following situations:

- 1) Repeated late cancellations or no-shows.

- A passenger who decides to not make a scheduled trip should call KART to cancel the trip by 3 p.m. the day before. If the call is made after hours, leave a message.
- If a trip is cancelled less than 2 hours in advance, the passenger may be charged a \$1.00 fee, which must be paid before service is provided again.
- If a passenger “no-shows” without canceling, the cost of the transportation that was scheduled may be charged and required to be paid before service is provided again. **Canceling less than 15 minutes in advance is considered a “no-show”.**
- A passenger who “no-shows” four or more times in a four month period may be suspended from service for a period of one month.
- A passenger who cancels service less than 2 hours in advance six or more times in a four month period may be suspended from service for a period of one month.
- A passenger who has a combination of no-shows and late cancellations totaling eight or more in a four month period may be suspended from service for a period of one month.

2) Rude or verbally abusive behavior.

- A passenger who is repeatedly rude or verbally abusive to the bus operator or other passengers will be suspended for a minimum of one week at the discretion of the Public Transit Superintendent.

3) Unsafe or disruptive behavior.

- A passenger who engages in behavior that is unsafe to self or others, or is repeatedly disruptive will be suspended for a minimum of one week at the discretion of the Public Transit Superintendent.

A passenger who repeatedly engages in behavior that is unsafe to self or others, or has a single instance of extreme behavior can be permanently barred from service at the discretion of the public transit superintendent.

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REGISTRATION FORM

Name: _____
LAST FIRST

Prefer to be called: (i.e. Mrs. Smith, Bob, etc.): _____

Street address: _____

City: _____ State: _____ ZIP: _____

Nearest cross street: _____

Mailing address (if different from above): _____

Home phone: _____ ☐ Please check if this is a TDD line (for hearing impaired)

Mobile phone: _____ Other: _____

Emergency contact information:

Who should we contact in case of emergency or if we are unable to contact you at your regular number? (Family, friend, neighbor, caseworker, etc.)

Name: _____ Relationship: _____

Home phone: _____ Mobile or other: _____

Check appropriate box:

☐ General Public (\$6.00 each way)

☐ Age 60 or over (\$3.00 each way) *

☐ Disabled (\$3.00 each way) **

*If you are eligible for the discounted rate due to age, your registration form must be accompanied by a copy of your driver's license or photo identification.

**If you are eligible for the discounted rate due to a disability, your registration form must also be accompanied a completed Disability Verification Form and Health Care Professional Certification.

REGISTRATION FORM (continued)

Mobility aids: Will you use any mobility devices when you ride KART?

☐ NO ☐ YES - Please check all that apply.

☐ Manual wheelchair ☐ Power wheelchair ☐ Power scooter ☐ Walker
☐ Walking cane ☐ White cane ☐ Crutches/braces ☐ Oxygen
☐ Other: _____

- A wheelchair, scooter, or other mobility device must be able to fit onto our bus lifts and ramps and must fit within the securement area without blocking any portion of the aisle or exits.
- You must be able to control your power scooter or wheelchair.
- Make sure that your battery powered mobility device has sufficient charge to board and disembark the bus. Drivers are not permitted to push your device up a bus ramp.
- Oxygen tanks must be in a portable carrier.

Do you use a personal care attendant (PCA)?

☐ NO ☐ YES

Only one PCA may ride free during your trip. Your PCA must be with you at the time of boarding and remain throughout the duration of your trip. You must show the driver your KART issued PCA card. If you have a mobility device that you are unable to control, your PCA must be able to assist you.

Do you use a service animal?

☐ NO ☐ YES – please describe what type of animal and for what purpose it was trained.

All service animals must be kept under the control of their owner at all times and abides by local animal safety regulations. If the animal acts out of control or causes a major disturbance to the environment (e.g., howling), the animal may be removed from the bus and turned over to the local animal control officials, if appropriate. Animals are not permitted to ride on the seats.

KART POLICIES & GUIDELINES ACKNOWLEDGEMENT RECEIPT:

Signed by Curb-to-Curb Applicant

Date

DISABILITY VERIFICATION

Name: _____
LAST FIRST

Alternative formats: Do you need information provided in an alternative format?

☐ NO ☐ YES - please indicate format type: _____

Is the disability:

☐ Permanent ☐ Temporary, I expect it to last until _____

☐ I don't know

Do you require a personal care attendant (PCA) on the bus?

☐ NO ☐ YES – please describe the type of assistance that person will provide.

I hereby certify that, to the best of my knowledge, information given in this application is correct and I authorize the health care professional identified to provide information to Kingman Area Regional Transit.

Signature of applicant: _____ Date: _____

If someone other than the applicant completed this application, the following information must be provided:

Name of person completing application: _____

Relation to applicant: _____ Phone: _____

Signature of person completing form: _____

HEALTHCARE PROFESSIONAL CERTIFICATION

Disability verification for: _____
Client name

1. Is the applicant currently your patient?

☐ YES ☐ NO

2. Does the applicant have a functional or cognitive disability that can be documented?

☐ YES ☐ NO

3. To the best of your knowledge, does your patient require a personal care attendant?

☐ YES ☐ NO

I hereby certify this information true and correct to the best of my knowledge.

Health Care Professional Signature: _____ Date: _____

Health Care Professional Printed Name: _____

Health Care Professional License Number: _____

Health Care Facility Name: _____

Address: _____ City: _____ State: _____ ZIP _____

Phone: _____ Fax: _____

Please mail or fax the completed form to:

Kingman Area Regional Transit
3700 E. Andy Devine Ave.
Kingman, AZ 86401

FAX: (928) 692-3120